

FREQUENTLY ASKED QUESTIONS

- Q. As a part of the Air India cost efficiency measures, what changes will take place for POS (Point of Sale) India travel agents?**
- R. Effective 4th December 2018 Air India's POS IN content for domestic flights will be available on Travelport as a preferred GDS. Effective 1st January 2020, Air India's POS IN content for domestic flights will be exclusively available on Travelport GDS.
- Q. From 4th December 2018, what process should a POS IN travel agent follow in case action is required to be taken on Air India pure domestic, domestic with international connections or domestic married segment bookings created on the GDS where domestic content is no longer available?**
- R. In case the travel agent has availed of Travelport's Migration procedure & migrated the Air India bookings to Travelport, he will be able to continue to service all customers seamlessly. However, in case the Air India bookings have not been migrated, the travel agent would have to contact the Air India office for assistance.
- Q. For migrated bookings, in case the booking has a combination of International & Domestic segments, will only the domestic segments get migrated?**
- R. When a booking is migrated, all the flights present will get migrated, be it pure domestic or a combination of domestic & international, it is up to the agency to select which PNRs are to be migrated.
- Q. What process should be followed to ensure Private Fares that are already loaded for a specific agency on another GDS be available on the Travelport GDS PCC (Pseudo City Code) created for this travel agency?**
- R. The travel agent will provide the respective Travelport GDS PCC to Air India & Air India will load the Private Fares on this PCC.
- Q. How will Air India update the ticket capping for the agencies moving to Travelport GDS?**
- R. The ticket capping will be updated using the current normal process of the ITQ Web quota tool. The agency needs to contact the commercial person in Air India to shift the capping.
- Q. Would charges apply for installation & training for these customers?**
- R. Charges not applicable for PCC creation, trainings and Smartpoint installation, however for API license charges and subsequent annual fees will apply.
- Q. Will corporates, having global corporate agreements with other GDS providers, face any challenges booking Air India content through Travelport?**
- R. Exclusivity of content overrides contracts corporates may have with a GDS, provided the corporate approves such bookings. Exclusivity of content is not new to the GDS world, to site a few examples, Thai Smile content is exclusively available on Amadeus, Thai Airways domestic content is exclusively available on Amadeus for POS TH, PIA-Pakistan International Airlines content was exclusively available on Sabre, now exclusive on Travelport.
- Q. Post PNR migration, can any modifications be carried out on the booking on the GDS the booking was originally created on?**
- R. Once a PNR has been migrated any amendments should only be performed on the GDS the booking has been migrated to.
- Q. What is the process to be followed in the event a booking designated for migration is not reflecting on the Travelport GDS?**
- R. The travel agent will contact the airline in case any amendments are required to such bookings.
- Q. Is it possible that the segments of a migrated AI PNR change to HX post migration?**
- R. If the booking has been ticketed well within the time limit prior to migration, there should not be any chance of an HX, however it is advisable to monitor the HX Queue.
- Q. Is it possible to remove an infant name from the booking & will this get correctly updated on the Air India system?**
- R. Yes, an infant name can just simply be deleted from the Travelport Galileo PNR & this will correctly get updated on the Air India system.

- Q. For migrated PNRs having an EMD issued for Paid seats, will the EMD & the service segment get migrated?**
R. The EMD number along with all the other PNR details will get migrated, the EMD & ticket details get updated in the Notepad Field (NP.) of the Travelport Galileo Booking File.
- Q. What process should the agent follow to refund an Air India pure domestic ticket in cases where the PNR has not been migrated?**
R. The agent can process the refund manually on the Travelport GDS or alternately contact the Air India office to process the refund.
- Q. What process should the agent follow to reissue an Air India pure domestic or domestic in connection with international or married segment booking tickets in cases where the PNR has not been migrated?**
R. The agent would have to follow the normal reissue process on the Travelport GDS, i.e. sell the new flights, quote or build the fare as required & reissue the ticket.
- Q. What is the process to be followed to make payments to Air India for amendments?**
R. The current BSP settlement process will be followed.
- Q. What is the process to be followed to void a ticket issued on another GDS post migration?**
R. Voiding is ONLY permitted on the same calendar day for BSP IN, so this situation will not arise.
- Q. What is the process to be followed for un-ticketed PNRs which have not been migrated to Travelport?**
R. If there are seats available create a new PNR on Galileo & ensure new Air India vendor Locator is returned. In case there are no seats available, create a passive PNR on Galileo, add the Air India vendor locator from the other GDS PNR & then proceed to issue the ticket.
- Q. What is the process to service a group PNR on Air India?**
R. Air India is activated for Claim PNR functionality for both Individual & Group bookings. Please refer to ASKTravelport Ans ID AN248 for the complete process.
- Q. What is the process to be followed to refund a partially utilized ticket?**
R. Air India does not support partial refunds. Refund can be obtained by contacting Air India directly.
- Q. What is the process to be followed to perform a name change on a ticketed PNR?**
R. Air India does not permit name change on a ticketed PNR.
- Q. What is the minimum number of business days between receiving & action taken on a migration request if slots are available?**
R. This request must be submitted with at least 5 business days prior to the retrieval dates.
- Q. Is there a restriction on the number of PNRs that can be migrated per day?**
R. Amadeus has a restriction of between 8000 – 10000 PNRs for migration per day.
- Q. Can migration be carried out on a Saturday or Sunday?**
R. Migration is only carried out on Mondays – Fridays, business hours US Eastern time only (time difference from IST is approximately 10.30 behind)
- Q. Will the current link capacity be able to support the expected volume of requests from 4th December 2018?**
R. Travelport has requested SITA for an increase of 150% over the current capacity.
- Q. What is the process to be followed for a new agency wishing to consume the Travelport GDS content?**
R. The travel agency will get in touch with the Travelport GDS sales team, ensure the subscriber agreement is signed, obtain the Travelport GDS PCC, undergo training, obtain the airline capping & is then good start consuming the Travelport GDS content.